FAQs ON BNPL PROCESS IN CSI V3.0

A. Contract not Available at POS:

1. **Webservice Error (POS Message "There is an error in Webservice")**
   a. Check local network viz SAP access, India Post Portal access.
   b. Check webservice status with other BNPL Offices.
   c. Check whether SAP CRP login accessible via SAP GUI
   d. If SAP ECP available & CRP not available; it CRM issue
   e. If none of the application access is available , then sify/local network issue.

2. **Customer Details available but not the Contract Details**:
   f. Cross check with other Customer IDs for availability of Contract Details. If Contract available for other customers and missing for one customer: refer B
   g. If Contract details not available for any other customer, crosscheck with other BNPL centers. This is due to issue at ECP

Note: Customer details will be fetched from CRM and Contract details from ECP. If CRM is down, no details shall be fetched at POS.
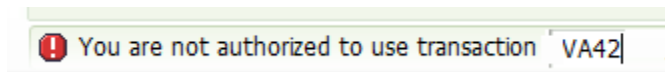
B. ACCESS TO CUSTOMER CONTRACT:

1. **Obtain Contract number** from ZBNPL_NEW from Customer ID, Use VA42-Edit & VA43-View
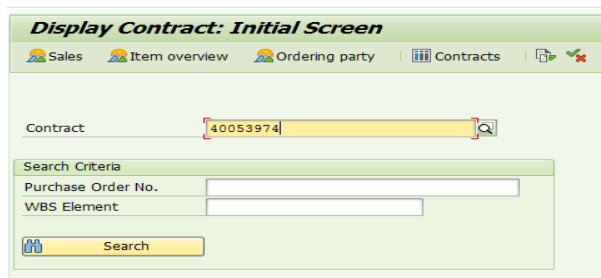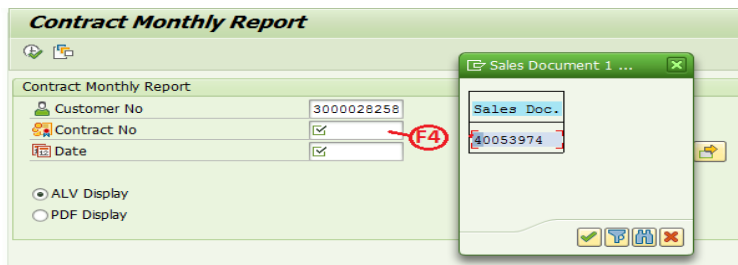
2. **Contract access authorization:**
   Tcode: VA42 - No authorization

Obtain below Role:

Techinical name	Im Role Name
YS:SD_CONTRACT_CREATE_SPM	CONTRACT CREATE
YS:SD_CONTRACT_DISPLAY	CONTRACT DISPLAY

Access Available to VA42, but not for Contract:

Incase not authorized to access Specific Contract Number: Below Error appears:

🛇 You are not authorised to modify this contract
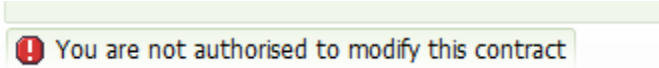
a. Only permanent Employee of Billing Facility ID is allowed to Modify Contract through VA42
b. Check Contract Billing office facility ID through tcode VA43, Additional Data B tab.
c. Login with Billing office user and modify, If incase Billing Office ID is incorrect raise service desk ticket for changing Billing office to your Office Facility Id.

C. For contract details to be available at POS:
a. Contract 'Valid TO' Date should be later than current Date.
b. Correct service to be selected at POS as maintained in Contract Material Group 2' (service).
c. Booking Office Name should be available at Contract 'Additional data b' tab.
d. Atleast 1 booking Office to be maintained under additional Data b Is Pan India Contract is 'Yes
e. Barcode From and To should be numeric and 9 digits. Suffix need not be entered.

Contract is configured through VA41 and can be modified through VA42. VA43 is to view Contract:

1. Contract can be modified through VA42 by the user of Bill rising Facility only.
2. Any can be viewed through VA43. TO Check Bill rising office & other details.

a) **Check Contract Validity:**
1. Navigate to VA43 with Contract number.
2. Click Sales Tab and Contract end Date should be available.

3. Contract shall not be available at POS on or after Contract End date. Make changes as per agreement through VA42.

b) Check Service mapped to Contract:

1. Navigate to VA43 with Contract number.

2. Scroll Item 10 row to see Material Group 2 selection. Select Correct service at POS and add Cust.

c) Check Contract Booking Offices:

1. Copy Navigate to VA43 with Contract number. Double click Item 10

2. Click on Additional Data B tab
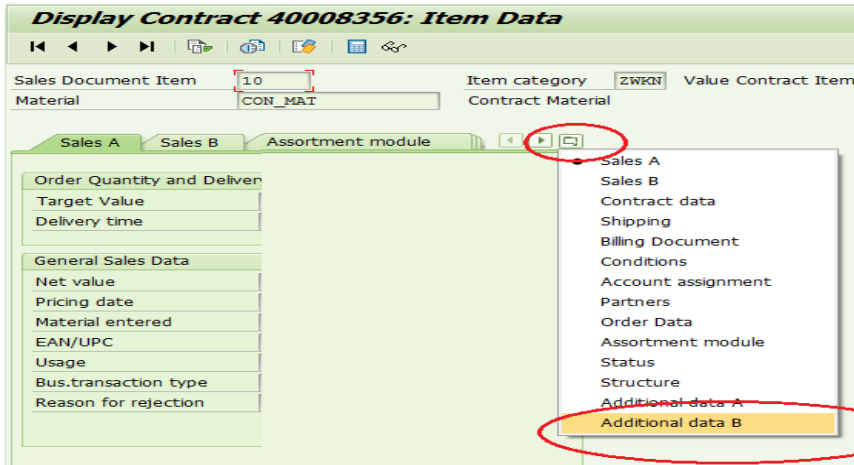
3. Those office in the list are authorized to Booked against the contract through POS. Make sure Name of the Office is available next to Facility ID. If not available, Press Enter button after Clicking on Booking Post Office Facility ID.
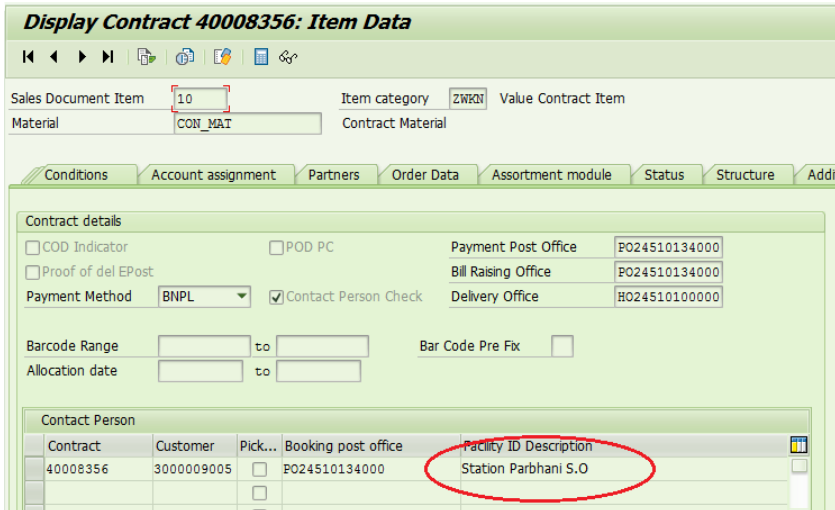
D. **Activity procedure Date Issue while Contract Modification:**

> The activity procedure date must be larger than the system date

Please follow below steps:

Click on GOTO-> Header-> Contract Data
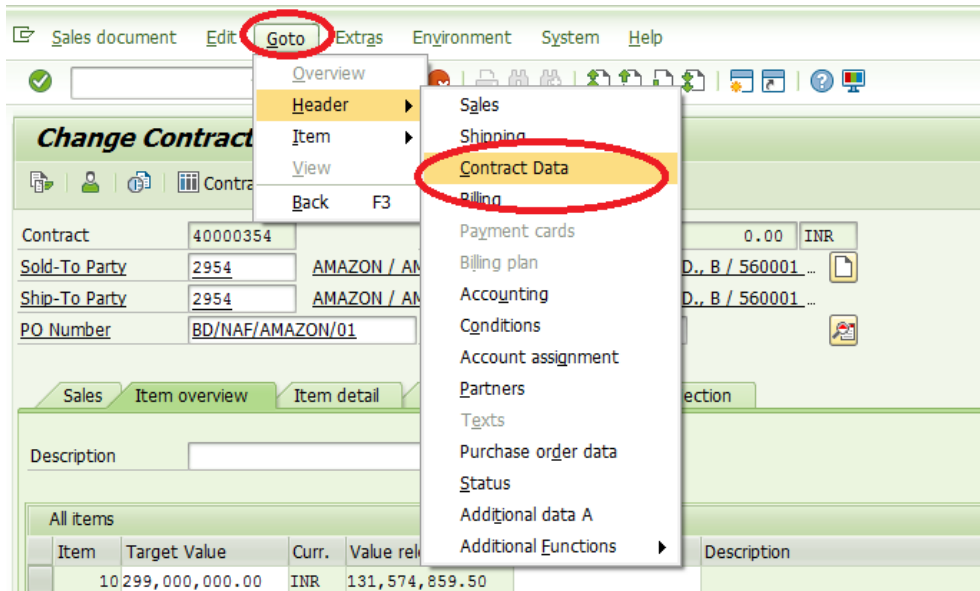
Make sure Action date is later than current Date, ie Tomorrow Date. Save with required Contract end Date.
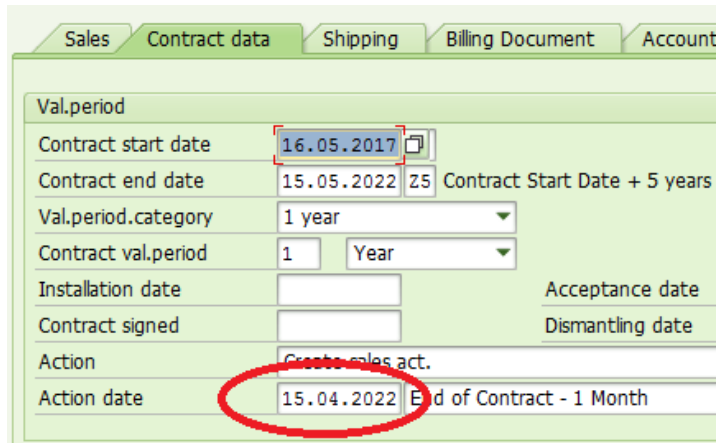
E. **Process to Check Advance Customers Discount Credit(After Billing):**

1. Navigate to VA43/VA42 with Contract number.
2. Click on Environment, Changes
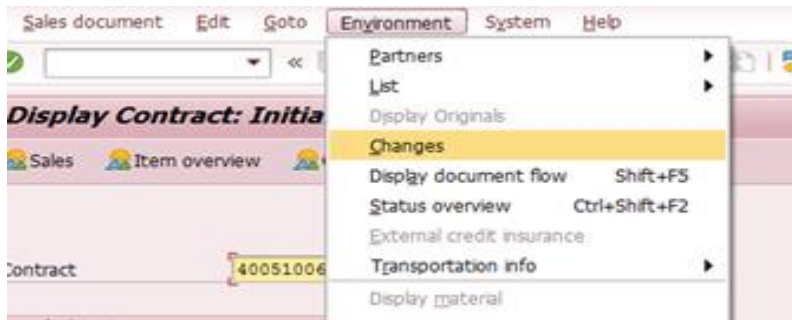
3. Select Item 10, Addition Info and Click on Execute, (Contract number shall be auto filled in Document Text box)

4. Report shall be generated as below:

    To export Select: System-> List-> save-> Local File

- Local File may be shared as Text with Tabs
- Data may be copied to Excel for quick verification
- Below Details shall be available

Old value	New value	Additional Info
7,287.00 INR	32,287.00 INR	From 10109706 on 19.01.2019 at 15:21:35 with ZADVANCE_DEPOSIT
32,287.00 INR	55,738.00 INR	From 10109706 on 19.01.2019 at 15:26:06 with ZADVANCE_DEPOSIT
489,637.00 INR	514,637.00 INR	From 10193217 on 19.08.2020 at 11:14:09 with ZADVANCE_DEPOSIT
514,637.00 INR	518,235.71 INR	From SAPSD_FF on 26.08.2020 at 13:06:54 with ZADVANCE_CREDIT
518,235.71 INR	523,936.71 INR	From TCS971031 on 31.08.2020 at 14:33:45 with VA42

- Changes can be made to Target Value in below steps
  - Manually through VA42 (5th Entry)
  - Recharge through zadvance_deposit (First 3 entries above)
  - Discount credit through zadvance_credit (4th Entry)
- Difference between Old and New Value denotes changes made.
- From Denotes user ID along with Date and tcode used for changes.
- Verify zadvance_deposit entries which should have corresponding Financial entry against customer account as per FBL5N report
- Advance customers Discount+Tax difference should be credited by the end of Billing.
- Discount was credit automatically by user SAPSD_FF till Nov 2020
- Incase discount is not credited, user Tcode ZADVANCE_CREDIT to recharge Discount+Tax difference based on Invoice number.

F. RECHARGE TO WRONG CONTRACT

- Reverse recharge document using FB08
- Raise service desk ticket with contract number to reduce contract balance

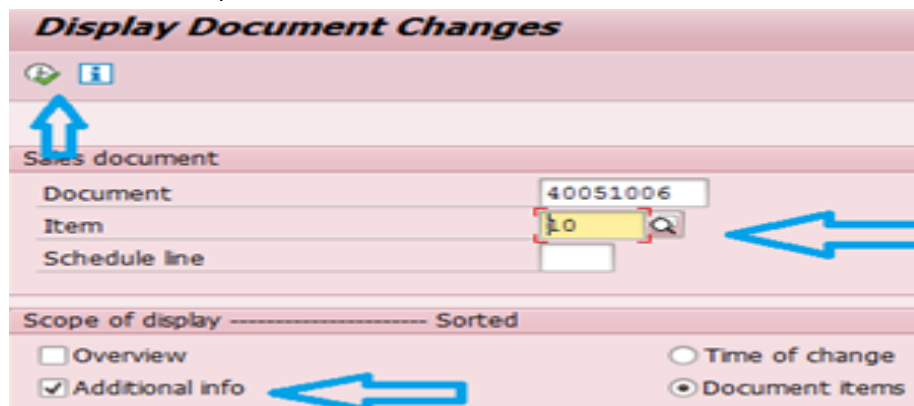# G. RECHARGE SUCCESSFUL BUT BALANCE NOT REFLECTED AT POS

- Check proper Contract is selected while recharge
  Display recharge document number in FB03, double click customer id to see recharge contract number
- If contract number is correct, verify contract condition in page 3

H. <u>TAX APPLICABILITY ON CUSTOMER BOOKINGS:</u>

- Tax Configuration can be done at CRM (CRP) against customer ID.
- Below Tax classification to be configured for Tax in CRP either Full or Exempt:

Tax ID	Description
ZSER	Service Tax
JOSG	State GST
JOCG	Central GST
JOIG	Integrated GST
JTX1 To JTX4	Tax

Full Tax: Tax Applicable   &   Full Exempt: No Tax

- Status can be instantly checked at POS b adding customer id in any service
  For Ex: Mail-> Inland Speed Post- > Add Customer

- If applicable Tax shall be charged at the time of Article booking only.
- Any modifications of tax applicability /wrong billing due to tax issue may be handled/adjusted manually as Tax as applicable during booking shall be considered while Billing. Kindly ensure Tax before Billing.

I. CUSTOMER WISE LEDGER(FBL5N):

- BNPL booking shall be accounted as Revenue only after Billing process completion.
- Accounting Document shall be posted as liability against Customer ID, which is Accounts Receivable. This is done through Billing Process.
- Customer account ledger can be viewed through Tcode FBL5N

  Select BNPL variant
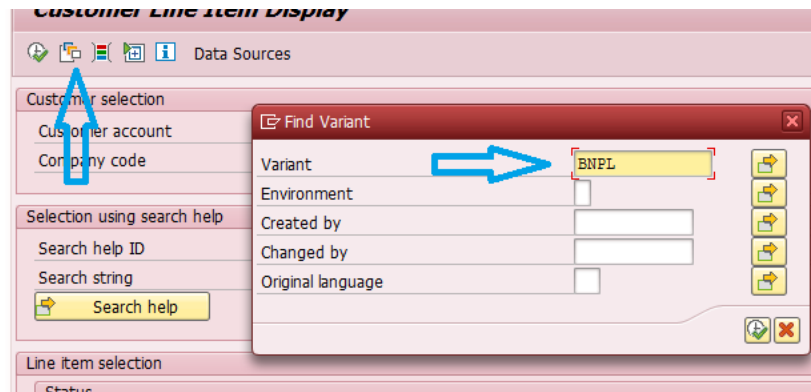
1. Customer Id, against which Booking is Done
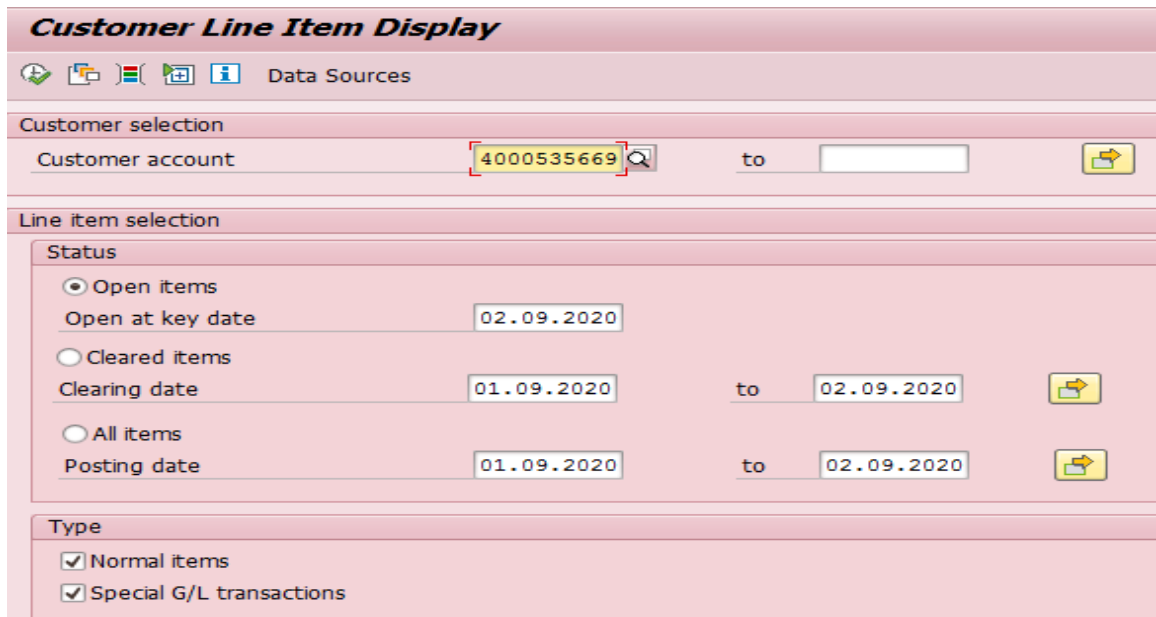
2. Normal Items as Billing and Special G/L transactions are Advance recharges
3. Open Item denotes unpaid Billing documents (RV), unadjusted advances (DZ with Special G/L items), Unpaid COD Articles (DR/BA).
4. Cleared Items denotes: Paid bills (RV), Funds received/paid (DZ), Cleared Advances (DZ with Special G/L items), Paid COD Articles (DR).
5. "All Items" includes Open & Cleared items.
6. Open at Key Date is status as on Selected Date.
7. Cleared Date is Payment Date(Irrespective of billing Date)

St	Account	Contract	Typ	Pstng Date	DocumentNo	S	Amt in loc.cur.	Reference	Clearing	Clrng doc.	Text	Assignment	Profit Ctr
☐	6000000004	40000095	DZ	15.05.2020	4102742070		4,474.00		15.05.2020	4102742070			2133909200
☐	6000000004	40000095	DZ	15.05.2020	4102742070		106,787.10-		15.05.2020	4102742070			
☐	6000000004	40000095	DZ	03.06.2020	4104414941		71,974.10-		03.06.2020	4104414941			
☐	6000000004	40000095	DZ	17.06.2020	4106017381		2,714.75		17.06.2020	4106017381			2133909200
☐	6000000004	40000095	DZ	17.06.2020	4106017381		70,458.84-		17.06.2020	4106017381			
☐	6000000004	40000095	DZ	17.08.2020	4112305495		22,071.90-		17.08.2020	4112305495			
*			DZ				264,103.19-						
☐	6000000004	40000095	RV	04.04.2020	9000186402		63,579.44	0950450098	17.06.2020	4106017381	SL0000670021584783325		
☐	6000000004	40000095	RV	04.04.2020	9000195938		6,879.40	0950450098	17.06.2020	4106017381	SL0000670021583402588		
☐	6000000004	40000095	RV	04.06.2020	9001593095		22,071.90	0950462191	17.08.2020	4112305495	SL0000670031589441944		
☐	6000000004	40000095	RV	04.02.2020	9019507397		2,006.00	0950287396	15.05.2020	4102742070	SL0000670011579515246		
☐	6000000004	40000095	RV	05.02.2020	9019594068		100,881.66	0950287396	15.05.2020	4102742070	SL0000670031580203536		
☐	6000000004	40000095	RV	10.02.2020	9019829235		3,899.44	0950287396	15.05.2020	4102742070	SL0000670031577873870		
☐	6000000004	40000095	RV	04.03.2020	9021479233		4,318.80	0950447092	03.06.2020	4104414941	SL0000670021581930581		
☐	6000000004	40000095	RV	04.03.2020	9021479234		67,655.30	0950447092	03.06.2020	4104414941	SL0000670021582538370		
☐	6000000004	40000095	RV	10.02.2020	9019614387		4,474.00-	0950287396	15.05.2020	4102742070		0900437414	2133909200
☐	6000000004	40000095	RV	08.04.2020	9000224139		2,714.75-	0950450098	17.06.2020	4106017381		0900472292	2133909200
*			RV				264,103.19						

8. Red Items denotes Unpaid (RV, DR). Green denotes paid, settled (Cleared)

9. DZ is payment, RV is billing, AB is settlement in Document Type

10. Posting Date is Date of Billing which is for repviosu month booking.

11. Financial Document number.

12. S column with W denotes denotes Special G/L credit. DZ doc with W is recharge, RV doc with W is Discount credit. Note that actual credit to contract is Bill discount + Tax difference

13. Reference is Bill Invoice number. 095 denotes Bill issues, 090 denotes bill not issued.

14. Clearing Date is payment/settlement Date. For an RV document: Difference between clearing Date and Posting Date denotes time taken for payment.

15. Clearing document is payment /settlement document number

16. Clearing Document will be null for unpaid bills and unadjusted advances.

17. Long Text with SL denotes random POS invoice number, always RV document posted through BNPL billing process shall have SL number is Text.

18. Special G/L entries as per FBL5N may be verified with Advance customer credit report
   ➤ RV document should have entry with ZADVANCE_CREDIT
   ➤ DZ document should have entry with zadvance_deposit
   ➤ Any DZ reversals should have balance reduced with VA42
   ➤ Opening Balance to be verified always with Contract.

J. OFFICE WISE LEDGER(FAGLL03):

1. Select BNPL variant

G/L Account Line Item Display G/L View

Choose Ledger   Entry View   Data Sources

G/L account selection
G/L account
Company code

Find Variant

Variant   BNPL
Environment

2. Selection screen

G/L Account Line Item Display G/L View

2 Active   Choose Ledger   Entry View   Data Sou

Line Item Selection
Status
⊙ Open Items

Customer selection Screen

Dynamic selections

G/L Account Line Items
Posting Date   01.04.2020   to   20.04.2020
Document Type   to
General Ledger Line Items
Fiscal Year   to
Profit Center   2133909200   to

  ➢ Select Profit center of office of Booking from Multiple selection ▤2
  ➢ Posting Date is Billing Date which is on subsequent date of booking Month
  ➢ Select booking Office Profit center and save.

3. Once Profit center and posting Date is selected in Customer selection screen

G/L Account Line Item Display G/L View

2 Active   Choose Ledger   Entry View   Data Sources

Line Item Selection
Status
○ Open Items
Open at Key Date   02.09.2020

○ Cleared Items
Clearing Date   01.09.2020   to   02.09.2020

⊙ All Items

Open Items denotes Unpaid entries, Cleared Items are paid & All Items include both

4. Report output: Reference is Invoice number. All details as explained in Customer ledger are applicable

St	Customer	Contract	Reference	DocumentNo	Doc. Date	Typ	PK	Amt in loc.cur.	Profit Ctr	Clrng doc.	Clearing	Text
🔴	3418	40000018	0950257394	9003121297	05.08.2020	RV	01	3,144.70	2133909200			SL0000670031594193219
🔴	3418	40000018	0950257394	9003121298	05.08.2020	RV	01	2,188.90	2133909200			SL0000670031595579829
🔴	3418	40000236	0950329288	9004753704	05.08.2020	RV	01	4,655.10	2133909200			SL0000670021595667795
🔴	6424	40000258	0950329289	9004753709	05.08.2020	RV	01	1,085.60	2133909200			SL0000670021595930135
🟩	2000000000	40000068	0950257397	9003121299	05.08.2020	RV	01	130.00	2133909200	4114143391	29.08.2020	SL0000670011594878306
🟩	2000000000	40000068	0950257397	9004755300	05.08.2020	RV	01	11,735.00	2133909200	4114143391	29.08.2020	SL0000670051595324476
🔴	2000000001	40000069	0950257398	9004572837	05.08.2020	RV	01	5,745.00	2133909200			SL0000670011594965994
🔴	2000000001	40000069	0950257398	9004572838	05.08.2020	RV	01	1,235.00	2133909200			SL0000670011595597873

K: Enter Proper Article NO at POS (Barcode assignment)

1. Barcode assignment required only if prefix is other than circle barcode prefix.
2. Booking will be allowed at POS for any contract with Circle Barcode and Assigned Barcode.
3. Check whether contract is selected before booking/excel upload.
4. Select Yes if POP "Barcode is different from Circle Barcode" to proceed while excel upload.
5. Incase prefix is other than circle barcode, change prefix to circle barcode and verify check digit.
   For Ex: YA barcode is improper at Delhi for Parcel, Try same barcode with CD as CD is circle barcode for delhi. Incase CD is improper, then change Barcode as check digit is wrong.
6. Verify Barcode assignment of the contract via VA43 and modify via VA42 if required:
   Navigate to additional data b Tab

Conditions	Account assignment	Partners	Order Data	Assortment module	Status

Contract details

☑ COD Indicator	☐ POD PC	Payment Post Off.	HO21101100000 H A L II S
☐ Proof of del EPost		Bill Raising Off.	PC21150000650 Parcel Pr
Payment Method BNPL ▼ ☑ Contact Person Chk		Delivery Office	HO21101100000 H A L II S

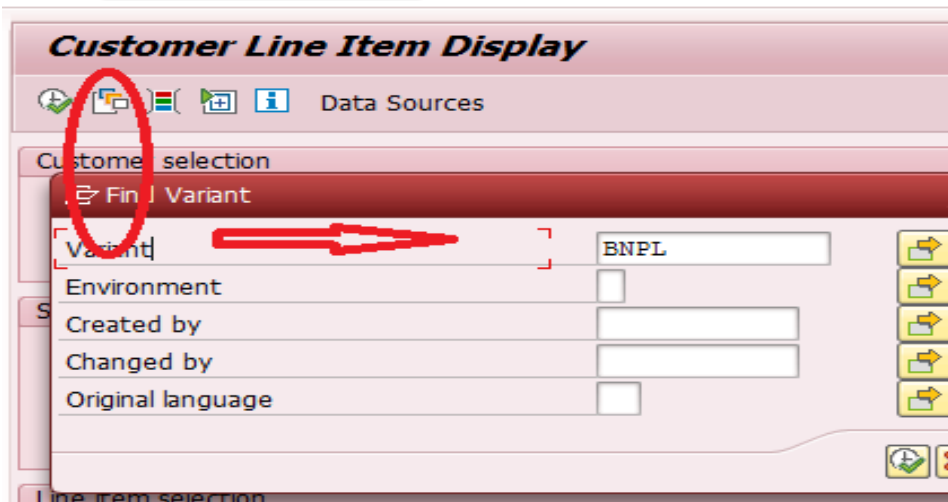| Barcode Range | 000000001 to 999999999 | Bar Code Pre Fix | AW |
| Allocation date | 13.06.2018 to 12.06.2021 | Enable PAN India bookings | 0 … ▼ |

- Barcode Range from and to must always be 9 digit (Including check digit).
- 000000001 to 999999999 range covers all Barcodes for the prefix.(or) only allotted range can also be assigned.
- Verify Barcode prefix and allocation date.

K. <u>VERIFY ADVANCE CUSTOMER/Biller BALANCE:</u>

- CSI Advance customer shall have two balances ie Ledger balance (For accounting) and Contract Balance (For POS Booking).
- Verify contract Balance via Tcode ZCONIN

Report for Customer Contract

Note : Double click on the contract to view flow

Customer	Customer name	Contract No	Target Value	Value used	Balance Left	Amount Cle...
3000036646	XFAS LOGISTICS PVT. LTD	0040229185	95,001.00	93,514.18	1,486.82	0.00

- Target Value = Contract Opening Balance (Provided while contract creation) + Recharges via ZADVANCE_DEPOSIT + DISCOUNT CREDITS via ZADVANCE_CREDIT + Changes via VA42 (Target value at any time can be verified from VA43 changes option refer page 7)
- Value Used = Sum of All bills generated including tax if any(Excluding Unbilled/current month Booking)
  (Value releases as per VA43 = Value used – Tax)
- Contract Balance Left for POS Booking= Target Value – Value used – Current Month Booking.
- Current month Bookings can be generated via ZBNPL_NEW
- Customer ledger Balance to be verified via Tcode FBL5N
- Tcode FBL5N; Select Variant BNPL

Customer Line Item Display

Data Sources

Customer selection

Find Variant

Variant	BNPL
Environment	
Created by	
Changed by	
Original language	

Line item selection

- Generate List of Recharges by selecting Customer Account, Special G/L Transaction with open Item (Current Date)and Cleared Item (Date Blank) separately.

- Ignore AB document which is settlement document.
- DZ with Spcl G/L ''W'' are Recharge, DG with Spcl G/L ''W'' are Reversals,
- RV with ''W'' are Discount document posted with Invoice generation
- In this case, Total Recharge is Rs 1.15 lacs with 20k reversal hence consol value is 95k

- Generate VA43 changes to match with target Value

	Old value	New value	Additional Info
ged	1.00 INR	50,001.00 INR	From 10134581 on 01.11.2019 at 17:42:05 with ZADVANCE_DEPOSIT
ged	50,001.00 INR	75,001.00 INR	From 10134467 on 20.10.2020 at 12:29:55 with ZADVANCE_DEPOSIT
ged	75,001.00 INR	95,001.00 INR	From 10134467 on 29.10.2020 at 12:36:06 with ZADVANCE_DEPOSIT
ged	95,001.00 INR	115,001.00 INR	From 10134467 on 19.01.2021 at 11:33:53 with ZADVANCE_DEPOSIT
ged	115,001.00 INR	95,001.00 INR	From TCS1750204 on 20.01.2021 at 15:44:25 with VA42

- Match Recharge Dates and difference with Old and New Value
- In this case, edger reversal done on 19/01/2021 is reducing in contract by TCS user on 20/01/2021 through Ticket. For ur case, if balance is not reduced after reversal, pls raise ticket as the same is not automated.
- Since Re 1 is provide as Opening Balance : Contract Target value is 95001 however consolidated Recharge value as per ledger is 95000
- Incase customer Bill has discount, RV document with Spcl G/L ''W'' shall be available as Credit in ledger. For each Discount credit, an entry should be available in VA43 Changes posted with ZADVANCE_CREDIT on later date.
- Incase Discount not credit ie available in ledger but not in VA43 Changes, pls credit using ZADVNACE_CREDIT if Invoice is proper. Incase there are duplicate credits in VA43 for same Invoice, raise service desk ticket with contract number to reduce.
- RV document with Special G/L denotes Discount credit hence will be Credit to customer, incase debit entry exists it is cancelled invoice hence need not be credited.
- Always generate Open and Cleared Items separately for complete details and report output shall be quick
- For RV and DZ documents, ensure contract number in the report.
- Generate Unbilled Bookings using ZBNPL_New for current Month.

- Generate list of billing to verify Value released;
- Select Normal Items Transaction with open Item (Current Date)and Cleared Item (Date Blank) separately.

Type

☑ Normal items

☐ Special G/L transactions

Customer	3000036646
Company Code	DOPI
Name	XFAS LOGISTICS PVT. LTD
City	KOLKATA

St	Account	Contract	Typ	Pstng Date	DocumentNo	S	Amt in loc.cur.	Reference	Clearing	Clrng doc.	Text
●	3000036646	40229185	RV	04.01.2021	9013897684		495.60	0950352932			SL0241400091607070867
●	3000036646	40229185	RV	04.01.2021	9013897685		70.80	0950352932			SL0241400091607675086
*			RV				566.40				

St	Account	Contract	Typ	Pstng Date	DocumentNo	S	Amt in loc.cur.	Reference	Clearing	Clrng doc.	Text
■	3000036646	40229185	AB	30.12.2020	1019029796		92,947.78-		30.12.2020	1019029796	
*			AB				92,947.78-				
■	3000036646	40229185	RV	04.01.2020	9017569246		1,008.90	0950440971	30.12.2020	1019029796	SL0241400101577785825
■	3000036646	40229185	RV	05.02.2020	9019602360		678.50	0950381275	30.12.2020	1019029796	SL0241400101579064502
■	3000036646	40229185	RV	05.08.2020	9004758307		696.20	0950040028	30.12.2020	1019029796	SL0241400091594456408
■	3000036646	40229185	RV	04.09.2020	9006445364		6,023.90	0950471708	30.12.2020	1019029796	SL0241400101597396438
■	3000036646	40229185	RV	04.09.2020	9006445364		3,976.60	0950471708	30.12.2020	1019029796	SL0241400101597396537
■	3000036646	40229185	RV	04.10.2020	9008233663		18,148.40	0950175295	30.12.2020	1019029796	SL0241400231599725273
■	3000036646	40229185	RV	04.10.2020	9008233664		920.40	0950175295	30.12.2020	1019029796	SL0241400181601027659
■	3000036646	40229185	RV	04.11.2020	9010124101		34,680.20	0950370089	30.12.2020	1019029796	SL0241400181602149807
■	3000036646	40229185	RV	04.11.2020	9010124102		1,557.60	0950370089	30.12.2020	1019029796	SL0241400231604052621
■	3000036646	40229185	RV	04.12.2020	9011934859		25,257.08	0950365610	30.12.2020	1019029796	SL0241400231604664295
*			RV				92,947.78				

- Document Type RV denotes billing with Invoice number in Reference field.
- Sum of RV document (in Open and Cleared status) ie Billing value should be equal to Value released.